

CONNECTED

October 2001



Top 10 Trick or Treat Tips

1. Carry a flashlight.
2. Walk from house to house on the sidewalks. If no sidewalk, walk on the left side of the road facing traffic.
3. Obey traffic signals.
4. Stay in familiar neighborhoods.
5. Make sure costumes don't drag the ground.
6. Shoes should fit (even if they don't go with your costume).
7. Carry only flexible knives, swords, or other props.
8. Wear clothing with reflective markings or tape.
9. Approach only houses that are lit.
10. Stay away from and don't pet animals you don't know. ⚡



Internet Do's and Don'ts

DO use the Internet to help with schoolwork or research. It's like having the world's largest library at your fingertips!

DON'T copy material that you find on the Internet and pretend it's your own work. That's like copying a book or magazine article and pretending you wrote it.

DO use the Internet to meet people in other countries or to keep in touch with pen pals that live far away in this country or other countries. (Some online services host chat rooms especially for children and monitor them periodically for safety.)

DON'T answer messages that make you feel uncomfortable because they seem improper, indecent, or threatening.

DO use the Internet to publish your writing and artwork on the World Wide Web.

DON'T give your password to anyone. Passwords are intended to protect your computer and your files. It's like giving the key to your house away!

DO respect the privacy of other users on the Internet, just as you expect your privacy to be respected. How would you feel if someone read your private e-mail or your grades?

DON'T give any personal information, such as your family's address, phone number, credit card or calling card numbers, your school's name, or your picture to anyone on a computer network that you don't know personally.

DO use the Internet to learn more about universities and colleges that you may be interested in attending.

DON'T steal copyrighted computer programs or software by copying it from the Internet. This is the same as stealing it from a store.

DO be careful when you download (copy) programs from the Internet. Use a virus scan program before loading it on your computer. Some programs on the Internet contain viruses that can harm your computer.

DON'T try to break into computers. It's not a game. It's an invasion of privacy and it's a crime.

DO use the Internet to "visit" museums or other areas of interest in far away places. Many landmarks offer virtual tours. ⚡

Just Another Way to Serve You Better

Marietta Power's Rapid Response Capability

The new software system has given Marietta Power the ability to locate and correct power outages faster than ever before.

"When a Marietta Power Customer calls to report an outage, the software system automatically sounds an alarm to alert dispatchers about the problem, pinpoints the caller's location on our computer-generated map of our service area, and uses a special software program to identify the likely source of the problem," said Michael Hawkins, Marietta Power's System Automation Analyst. "In a few recent outages, the system directed repair crews to the exact location where service had been interrupted."

The special software program's ability to predict the most likely of problem areas enables Marietta Power to restore electrical service much faster than in the past, when technicians had to drive through an affected area and visually survey power lines in search of a problem. The system's Interactive Voice Response (IVR) system can also handle hundreds of calls per hour in the event that a large number of customers call to report problems.

"In one recent outage, the system fielded approximately 1,000 calls in two hours," Hawkins said.

When a customer calls in, the IVR system answers the phone and plays an automated mes-

sage that offers two response options. Callers with touch-tone telephones can enter the phone number that Marietta Power has on record for the account. (Note: CRII phone technology is not compatible with the outage management technology. This is also true with calls to "911.") Callers with rotary phones can hold for an emergency operator. When a caller enters the phone number for the account, the system automatically searches for the number in Marietta Power's customer database, locates the customer's street address, and highlights the address on a computer-generated map of the utility's service area for the dispatcher on duty.

"This capability eliminates the extra step of looking up customer information in a separate database," Hawkins said. "As a result, we can obtain information faster than ever before."

"The system can also generate reports with information about the number of people on a damaged circuit and how many people a particular problem might affect," he added.

"These capabilities combine to make the software system an excellent tool that will help Marietta Power reduce response times and provide better customer service than ever before," Hawkins said. ⚡

Fall Calendar of Events

October 27

Halloween Happenings

Glover Park

10 a.m.-2 p.m.

Call for information.

770-794-5609

November 6-December 30

"Sanders Family Christmas" by Alan Bailey and Constance Ray

Theatre in the Square Alley Stage

Tuesday-Saturday 8 p.m.,

Sunday 2:30 p.m. and 7 p.m.

Admission.

Call for information.

770-422-8369

November 9-10

Marietta Bluegrass Festival

Jim Miller Park

Friday 6 p.m.-11:30 p.m.,

Saturday 12 p.m.-11:30 p.m.

Admission. Under 12 Free.

Call for information.

770-941-7591

November 16-18, 2001

"The Lion, the Witch, and the Wardrobe"

Jennie T. Anderson Theatre

Friday 8 p.m., Saturday 8 p.m.,

Sunday 3 p.m.

Admission.

For ticket information, go to

www.cobbchildrenstheatre.org.

November 17-New Year's Day

Life University Lights up the Holidays

Life University

Call for information.

770-426-2875

November 29

Santa on the Square/Tree

Lighting

Glover Park

5 p.m.

Call for information.

770-794-5600

November 30-December 22

"Annie" presented by Barnbuster Musicals

Little General/Cobb

Community Playhouse

Fridays, 7 p.m.,

Saturdays, 2 p.m. and 7 p.m.

Admission.

Call for information.

770-565-3995

December 1-2

The Marietta Pilgrimage: A Christmas Home Tour

Saturday 9 a.m.-6 p.m.,

Candlelight Tour 7 p.m.-

9:30 p.m., Sunday 10 a.m.-6 p.m.

Admission. Call for information.

770-429-1115

December 1-2, 8-9, 15-16, 22-23

Santa House

Glover Park

Call for information.

770-794-5600